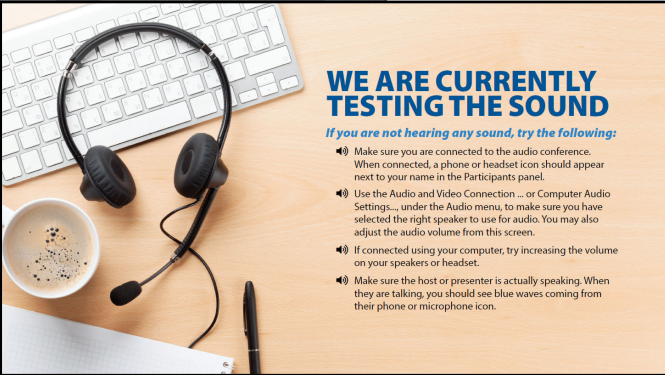





COACHING FOR EXCELLENCE

EFFECTIVE LEADERSHIP TECHNIQUES FOR THE FRONTLINE SUPERVISOR




WE ARE CURRENTLY TESTING THE SOUND

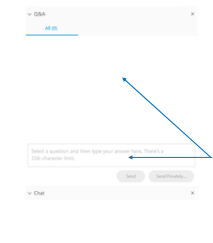
If you are not hearing any sound, try the following:


- 1. Make sure you are connected to the audio conference. When connected, a phone or headset icon should appear next to your name in the Participants panel.
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- 3. If connected using your computer, try increasing the volume on your speakers or headset.
- 4. Make sure the host or presenter is actually speaking. When they are talking, you should see blue waves coming from their phone or microphone icon.

WEBINAR FOCUS AND QUESTIONS



NOTES
The focus of this webinar is workplace safety.





QUESTIONS
All questions can be sent through the Q&A. Our panelists will respond to questions when possible, during the webinar. Questions that are not answered in the time allotted for the webinar will be responded to via email.

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COACHING FOR EXCELLENCE

EFFECTIVE LEADERSHIP TECHNIQUES FOR THE FRONTLINE SUPERVISOR


HOST & PRESENTERS




HOST
PETER KOCH
Manager, Digital Technology & Safety Management Consultant, WCP*



PRESENTER
JENNIFER CAMPBELL
Safety Management Consultant CSP, WCP*



PRESENTER
ADAM LEVESQUE
Safety Management Consultant MBA, CSP, WCP*



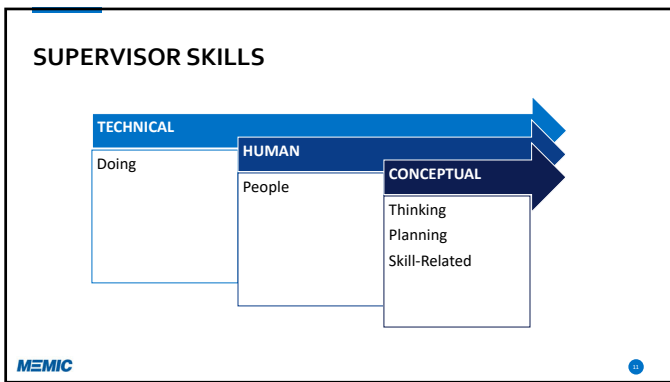
PRESENTER
ROB SYLVESTER
Safety Management Consultant MBA, CSP, CSPHA, CEHT, WCP*

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WHY ARE WE HERE?





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Here are the top Leadership Qualities from the last poll.

Place each of the Leadership Qualities into 1 or 2 of the Technical, Human, or Conceptual categories.

Start presenting to display the poll results on this slide.

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FRONT-LINE SUPERVISOR'S

...are the company's "safety directors"
...are the first line of defense in risk management and mitigation
...keep the business moving forward

Supervisors have –

- ✓ a personal interest in protecting the employees and the company,
- ✓ the knowledge about the people, job tasks and conditions they work in,
- ✓ established [personal] relationships and can get detailed information, and
- ✓ the ability to influence and educate employees to improve workplace safety, moral and overall culture.

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LEADERSHIP AND AUTHORITY

Leadership

- Relationships built on trust, shared visions, and/or shared experiences

Formal Authority

- Job titles, descriptions

Informal Authority

- Assumption that authority has more knowledge, ability, and/or information than everyone else

Combinations

- Situation possesses two or more of the elements above

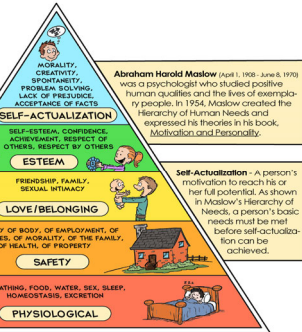


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MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW



Abraham Harold Maslow (April 1, 1908 – June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplarily people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, *Motivation and Personality*.

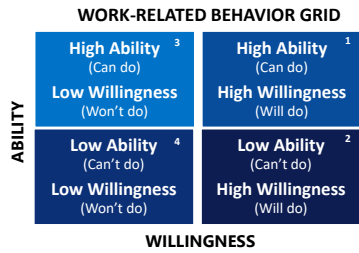
Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.

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WILLINGNESS - ABILITY



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EFFECTIVE COMMUNICATION IS...

... **sending** one's thoughts, needs, and feelings clearly and accurately

... **receiving** the other's thoughts, needs, and feelings clearly and accurately



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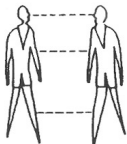
LEVELS OF LISTENING

"Seek first to understand and then to be understood."

-Stephen R. Covey

EFFECTIVE LISTENING:

Listening to the whole person on three levels: thoughts, feelings and intentions.



- "Head Listening"**
to facts, concepts, arguments, ideas
- "Heart Listening"**
to emotions, values, mood, experience
- "Listening for the will"**
energy, direction, motivation

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**Listening Skills
Self-Assessment**

Handout

LISTENING AS A LEADER

- Listening increases your capacity as a leader
- The best leaders have a [growth mindset](#) and are willing to learn from those around them. When you actively and empathetically participate in every conversation, you're bound to learn from your peers and direct reports.
- Practicing your empathetic listening skills will help you gain the perspective needed to make great decisions, show up for your team, and implement regular feedback.



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IS PERCEPTION REALLY REALITY?

"...with an absolute sense of reality and without any perceptual flexibility ... perception is NOT reality." — Dr. Jim Taylor



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What do you see?

Start presenting to display the poll results on this slide.

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THE NATURE OF PERCEPTION

PERCEPTION:

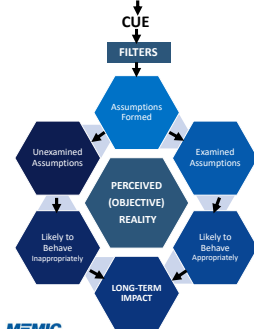
A person's interpretation of reality

- In the perception process we select, organize, and interpret all environmental stimuli through our senses
- We make meaning of it
- We interpret what we see and call it reality
- We act out of our perceived reality



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Raw Data



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IMPROVE COMMUNICATION CLARITY

Pre-plan and practice conversation's

- What do I want to communicate? Why?
- What are my intentions?
- Have I "checked" my perceptions/assumptions?
- Given what I know about myself...
- Given what I know about the receiver...
- Does my body language correspond...
- Am I using "I" statements?



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6 CORE OPERATIONAL LEADERSHIP RESPONSIBILITIES

"Working hard for something we don't care about is called stress, but working for something we love is called passion." – Simon Sinek



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As a leader in your organization, what are 2 ways that you contribute to ensuring a safer workplace?

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THE 6 CORE OPERATIONAL RESPONSIBILITIES

1. Conduct orientation and training of employees
2. Enforce work practices / expectations
3. Observe and correct undesired behaviors
4. Proactively ID undesired workplace conditions or hazards
5. Report, investigate and manage workplace accidents
6. Promote and manage quick return to work



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You'll receive a follow-up email which will include:

- ? Responses to all unanswered questions
- 🔗 A link to this recording

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